

# The District Municipality of Muskoka

## Comprehensive Deployment Review of Paramedic Services



### KEY BENEFITS

- First full review since District assumed responsibility for Paramedic Services
- Analyzed current profile and benchmarked against comparison services
- Identified options for improving equity of service and seasonal coverage
- Strengthened operations and support services



## Improving the equity of response across urban and rural areas

### KEY FACTS

**Permanent Population = 62,000**

**Seasonal Population = +85,000**

**Area Covered = 4,800 km<sup>2</sup>**

**Annual Incidents = 9,000**

**Stations = 5**

### ABOUT MPS

Muskoka Paramedic Services (MPS) provides emergency and non-emergency out-of-hospital paramedic care to the residents and visitors of Muskoka. MPS transports patients to two major hospitals within the District.

### THE CHALLENGE

The District Municipality of Muskoka assumed the responsibility for delivering Paramedic Services in September 2016. It was necessary to review existing operations and develop a master plan to meet targeted response times over the next ten years and, in particular, balance coverage between the busier towns and the more rural townships.

### ORH'S APPROACH

ORH analyzed existing demand, resourcing and performance in detail to understand the current profile of service provision. Benchmarking against other services showed that MPS performed well against key operational parameters.

ORH used its simulation model (AmbSim) to develop a 'virtual replica' of MPS and estimated future demand, taking account of seasonal variation, so that potential options for the next ten years could be assessed. This included testing optimal locations for potential stations and posts. Taking this approach enabled ORH to identify which locations and resources are required now, and in the future, to improve service provision.

### RESULTS

ORH recommended short-, medium- or long-term goals for MPS, including:

- Updating the deployment plan to improve the efficiency of standby moves

- Improving seasonal coverage
- Tiering low-acuity calls through a dedicated low-priority transfer ambulance
- Optimizing the station configuration in Muskoka townships
- Strengthening operational management capacity

These recommendations enable MPS to maintain and improve response efficiency and performance over the next ten years.



*Working with the experienced staff at ORH on this review and 10-year plan helped frame up our future path by providing valuable analysis, inclusive stakeholder consultation sessions and both short- and long-term recommendations that will assist us in moving our service and profession forward.*

Jeff McWilliam, Chief, Paramedic Services & Emergency Planning



**Emergency  
Service Planning  
Case Study**

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# About ORH

## PLAN. PREPARE. PERFORM.

ORH helps emergency services around the world to optimize resource use and respond in the most effective and efficient way.



We have set the benchmark for emergency service planning, with a proven approach combining rigorous scientific analysis with experienced, insightful consultancy. Our expert team uses sophisticated modeling techniques to identify opportunities for improvement and uncover hidden capacity. Simulating future scenarios ensures that solutions are objective, evidence-based and quantified.

Every organization faces a unique set of challenges, so remaining independent and flexible allows us to deliver an appropriate solution every time. The outputs of our work enable clients to make robust, data-driven decisions and explain them clearly to stakeholders.

ORH's approach is always tailored to the needs of the client. Above all, we are committed to getting it right, for the good of our clients and the people who rely on their services.

### ORH WORKS WITH PARAMEDIC SERVICES TO:

- **Project future demand and the implications for resources**
- **Optimize response locations**
- **Assess pre-hospital CTAS standards**
- **Benchmark services to identify efficiencies**
- **Determine the potential for new vehicle types or response models**
- **Evaluate options for standby moves**

For dispatch centres, ORH provides its DCT software to support dynamic decision making and enable effective and efficient resource use.



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